

Heritage Healthcare

—A Compassionate Care Rehab Provider

Independently owned rehab provider since 1999.



The Heritage Healthcare commitment to success:

Independently owned since 1999, Heritage Healthcare has provided rehab management services (OT, PT, SLP) to quality senior care facilities and communities. Over time, Paul Shaw and Al Eads have learned that people do business with people they know, like, and trust. That's why we work hard to make sure we are integrating our clinical professionals into your facility seamlessly. We become partners and an integral part of your staff based on mutual respect and trust.

A few words from the owners of Heritage Healthcare

The Road to Success

Our unique approach and dedication means substantial, measurable benefits to our partners and their residents. It's important to know that we're striving for long-term relationships. We measure that through our history of contract retention. We have learned over the years that if you make decisions based on the solid principles you were raised on, you can be successful.

Compassionate Care comes from the heart. The majority of people who are in healthcare – including us – are in it because they truly want to help others. We've learned that delivering that kind of heartfelt care requires the support of your business practices.

– Paul T. Shaw
President



Strategic Partners

One of our goals is to become a partner with our customers. We're not just providing therapists to treat residents in their facilities. We understand the business of post acute care. We know what's going on in our customer's facility so we can meet their needs, and in a lot of cases, we're bringing solutions to them before they even know they have a problem.

Compassionate Care is our form of customer service. It's the culture and foundation on which Heritage was built.

– Al Eads
Executive Vice President



The Heritage Healthcare difference is Compassionate Care.

Our Company

Long-term care, assisted living and continuing care retirement communities have benefited from therapy management services provided by Heritage Healthcare, since our inception in 1999.



As a national provider of therapy management services throughout the United States, Heritage Healthcare is recognized as an industry leader for a number of reasons. We have extensive healthcare experience and bring that knowledge to every facility we service. We practice a partnership approach to client relationships and our therapy services are based on Heritage Healthcare's unique philosophy of putting people first, which we call *Compassionate Care*.

Compassionate Care

Heritage Healthcare believes in a personalized level of therapy by treating the person, not just the symptoms. Every resident is provided individualized therapy to restore confidence, dignity, and a sense of self-worth, through kindness, encouragement and open communication. *Compassionate Care* helps speed recovery, improve outcomes and enhance the lives of residents and their families.

Management Commitment

Management's total commitment to *Compassionate Care* in all areas of therapy services is exemplified by the level of skill and concern our professionals deliver to residents and their families. You can see it make a difference every day, and at every level.

- Independently owned and operated. We do not own, nor are we affiliated with any healthcare company; we do not compete with you
- Owners are involved and accessible
- Benchmarks for performance optimize clinical and financial performance
- Low Heritage Associates turnover ratio means consistency of care
- Heritage has an entrepreneurial approach to growing our customer's business. We make sure our incentives are aligned with yours

Heritage Healthcare Services:

Our Comprehensive Capabilities

People who need rehabilitation therapies face many challenges. Our goal is to help them achieve the highest possible level of functional independence, safety and self reliance. That requires individual evaluation, examination, and a variety of treatment modalities, as well as an understanding of the obstacles to be faced after rehabilitation is complete. Our services are extensive and include:

- Physical Therapy
- Occupational Therapy
- Speech and Language Pathology

Physical Therapy

Restoring functional mobility, independence and safety is the goal of every physical therapist and assistant. By using *Compassionate Care*, Heritage Healthcare professionals help residents cope both emotionally and physically with the often devastating effects of injury, disease, and post-surgical complications. In addition to our programs, we encourage, listen, and communicate to both residents and family members. Some typical interventions:

- Progressive resistive exercise
- Pain management
- Mobility training
- Gait and balance training
- Neuromuscular re-education
- Physical agent modalities such as heat/cold, ultrasound and electrical stimulation

Occupational Therapy

Helping residents adjust to social and physical environments by focusing on activities of daily living is the job of our highly trained occupational

therapists and assistants. Through education and training with residents and caregivers focused on adaptation and mastery of functional skills, Heritage professionals help residents achieve their optimal quality of life. Innovative therapies, programs and procedures may involve:

- Education and training in daily living skills, including eating, bathing, dressing, grooming and home management
- Sensory-motor skills re-training
- Strength and range of motion training
- Cognitive integration techniques
- Selection and use of adaptive equipment
- Design, fabrication and application of splints

Speech and Language Pathology

Neurological conditions including dementia, frequently affect communication and swallowing abilities. The restoration and maintenance of these skills demands leading edge therapies, equipment, and treatment modalities. Heritage professionals incorporate highly specialized plans to promote the residents' quality of life. Plans may include:

- Treatment to promote receptive and expressive language skills
- Sensory-motor activities to facilitate swallowing and improve intelligibility
- Selection and training in the use of non-oral communications aids, including augmentative systems
- Cognitive skills re-training
- Compensatory swallowing techniques



Heritage Healthcare Services

Our Clinicians

Our Associates receive an enormous sense of fulfillment from helping others, and the effects go beyond the daily routines of providing therapy. You can see it in their personal touch and smiles, as well as the hope they create on a daily basis. Their dedication and work ethic are unsurpassed.

Our management support includes providing our professionals with the tools, education, and dedication, that allow them to be the best clinician possible. Each Associate must meet a set of clinical core competencies, go through an intense training program, and practice quality assurance measures. To that end, Heritage is committed to providing clinicians with the ongoing knowledge they need to perform their jobs with optimum effectiveness.

We also offer our Associates a unique web based system called CareLink. CareLink manages, tracks and maintains all clinical data and financial billing information for our customers.

Our Mission

Heritage Healthcare exists to enhance the quality of life of the individuals we service while providing an environment for all to flourish. To achieve our vision, we adhere to the following guiding principles:

- Honesty and Integrity
- Compassionately caring for others
- Individual commitment to team goals
- Continual innovation in an ever-changing environment
- Loyalty and commitment to the individuals that comprise and support the organization
- Excellence in service to the customer above all



Our dedication to customer service is evident from increasing satisfaction levels and positive word of mouth from residents, families, the community, and our partners.

"Heritage's values and culture are so consistent with our mission that we enjoy a truly successful rehab partnership in every respect."
 – CEO, Kentucky

"I would like to express my sincerest appreciation for the incredible job my therapists are doing for me... their caring and dedication to their patient's welfare is surpassed by none..."
 – Resident, Facility in SC

"Heritage truly understands our business and their clinicians treat our residents with patience, care and the utmost respect."
 –Administrator, Ohio

"Who knew walking two steps could be so difficult... but thanks to your staff, our Mom is moving on her own power with little support from us or our Dad."
 – Resident's Family Member, Facility in NC

"Maintaining and directing our rehab program required too much of our senior management's time. That's all changed since partnering with Heritage."
 – President/CEO, Tennessee

"We never saw such love, concern and interest in how each patient was making progress. Each and every therapist displayed that kind of caring."
 – Resident's Family Member, Facility in Virginia



Our therapy management services,
partnership approach to client relationships,
and core value of putting people first
sets us apart. Let us
assist in your future success.



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*Providing therapy management services
throughout the United States.*

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